



NEW APPLICATION ORIGINAL



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DOCKET CONTROL

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Winter Park, FL

32790-0200

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July 24, 2008

Via Overnight Delivery

Docket Control Center
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007-2996

T-20608A-08-0389

**RE: IT Inmate Telephone, Inc.
Application - Short Form for Pay Telephone Providers**

Docket Control:

Enclosed for filing are the original and thirteen (13) copies of the Application – Short Form for Pay Telephone Providers and proposed tariff filed on behalf of ITI Inmate Telephone, Inc. The Company respectfully requests the earliest possible effective date for this filing.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed stamped envelope provided for that purpose.

Any questions regarding this filing may be directed to my attention at (407) 740-3005 or via email at mbyrnes@tminc.com. Thank you for your assistance in this matter.

Sincerely,

Monique Byrnes, Consultant to
ITI Inmate Telephone, Inc.

MB/sp

Enclosures

cc: J. Rokosky – ITI Inmate
file: ITI Inmate - AZ - Inmate
tms: AZn0800

Arizona Corporation Commission
DOCKETED

JUL 25 2008

| | |
|-------------|----|
| DOCKETED BY | me |
|-------------|----|

ARIZONA CORPORATION COMMISSION

APPLICATION

SHORT FORM FOR PAY TELEPHONE PROVIDERS

Mail or Deliver an Original and 13 copies of this application to:

Docket Control
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

- I. List the name, address and telephone number of the person or entity (Applicant) that subscribes to the phone line from the local exchange company, indicate Business Name (if different than Applicant):

Applicant Name: ITI Inmate Telephone, Inc.
Applicant Address: 4200 Industrial Park Drive
Altoona, PA 16602
Telephone: 814-944-0405
Web site: www.dsiiti.com

- II. If you intend on having an attorney represent you in this application, list the attorney's name, address and telephone number: Consultant

Consultant: Monique Byrnes
Address: 2600 Maitland Center Pkwy.
Suite 300
Maitland, FL 32751
Telephone: (407) 740-3005
Email: mbyrnes@tminc.com

- III. What type of legal entity is the application?

☐ SOLE PROPRIETORSHIP ☐ PARTNERSHIP ☐ LIMITED LIABILITY COMPANY; or

☒ CORPORATION - By checking this box the applicant also certifies that it has a current copy of its Articles of Incorporation on file with the Arizona Corporation Commission's Corporation Division:
☐ Arizona Corporation; or ☒ Foreign Corporation

- IV. Select and complete the one that applies to you:

☐ **GENERIC/STREAMLINED TARIFF:** By checking this box, the Applicant states its intent to provide public pay telephone service in the State of Arizona under the rates, terms and conditions as set forth in the COPT Generic Tariff, and A.A.C. R14-2-901, et. seq., and hereby concurs in that Tariff. The Applicant understands that requests to provide service under conditions other than those set forth in the COPT Generic Tariff may be approved only by specific order of the Arizona Corporation Commission pursuant to AA.C. R14-2-901. et. seq, or

☒ CUSTOMIZED TARIFF: By checking this box, the Applicant states its intent to provide public pay telephone service in the State of Arizona under a Special (non-streamlined) tariff, A.A.C. R14-2-901. et. seq., and submits with this application its proposed Special (non-streamlined) tariff, COPT Tariff for services to be offered and does not concur in the Generic Tariff, or

☐ By checking this box, the Applicant states that it is NOT PROVIDING PUBLIC PHONE SERVICE, and hereby states that it is not a public service corporation, and swears and affirms that it is not offering its pay telephone service to the public and its primary business is not providing public pay telephone service. NOTE: You may be subjected to fines or other penalties if you are operating as a Public Service Corporation without a Certificate of Convenience & Necessity.

V. Noticing:

☐ By checking this box, the Applicant states that it has placed the prescribed notice of the application at each pay telephone location. (See instruction sheet: "NOTICE"). Attach ONE copy of a list of the addresses where you provide pay telephone service; OR).

☒ By checking this box, the Applicant indicates it does NOT have any COPTS at this time.

VI. Attach one copy or sample of the customer information placard, which will be located on the pay telephone, that describes the services that you offer and the instructions for operation. If you have checked the box to conform to the Generic Tariff, the placard must conform to: Para. III, items C., D., J., K. and M; plus Para IV. C., items I. through 7. of the Generic Tariff.

Not Applicable. The payphones used in an inmate environment are highly specialized for security and public safety reasons. Therefore, rules that cover information to be provided on placards at public payphones are not applicable in an inmate environment.



James Rokosky
Chief Operating Officer
ITI Inmate Telephone, Inc.

DO NOT WRITE IN THIS SPACE

STAFF RECOMMENDATIONS

☐ By checking this box, the Applicant is requesting a hearing because it objects to the Staff recommendation or other reasons. The request for a hearing and any objections to these Recommendations must be filed within 20 days from the date of this report. If the request is not made within 20 days, the Commission may decide the matter without a hearing unless a hearing is requested by Staff or an Intervenor.

ARIZONA CORPORATION COMMISSION

NOTICE

**PUBLIC NOTICE OF APPLICATION FOR A
CERTIFICATE OF CONVENIENCE AND NECESSITY**

ITI Inmate Telephone, Inc. has filed with the Arizona Corporation Commission ("Commission") an application for a Certificate of Convenience and Necessity ("CC&N") to provide Customer Owned Pay Telephone Service in the State of Arizona.

ITI Inmate Telephone, Inc. is required by the Commission to provide this service under the rates, charges, terms and conditions established by the Commission.

The application is available for inspection during regular business hours at the offices of the Arizona Corporation Commission, 1200 West Washington Street, Phoenix, Arizona, and at:

ITI Inmate Telephone, Inc.
4200 Industrial Park Drive
Altoona, PA 16602

You may have the right to intervene in the proceeding, or you may write to the Commission or call and make statement on your own behalf. If you have any questions about this application or have any objections to its approval, you may contact the Consumer Services Section of the Commission at 1200 West Washington Street, Phoenix, Arizona 85007 or call locally to (602) 542-4251 or in-state toll free at 1-800-222-7000.

ARIZONA CORPORATION COMMISSION

CERTIFICATE OF PUBLIC NOTICE

NOT APPLICABLE

APPLICANT'S NAME: ITI Inmate Telephone, Inc.

BUSINESS NAME: ITI Inmate Telephone, Inc.

Docket No.: _____

On _____, I posted the Public Notice of Application for a Certificate of Convenience and Necessity at each pay telephone location as directed by the Arizona Corporation Commission.

(Date)

(Print Name and Title)

(Telephone Number)

(Signature)

ITI Inmate Telephone, Inc.

Exhibit A

Proposed Tariff

**CUSTOMER OWNED PAY TELEPHONE (COPT)
TELECOMMUNICATIONS TARIFF
OF
ITI Inmate Telephone, Inc.**

This tariff contains the descriptions, regulations, and rates applicable to the provision of interexchange telecommunications, by ITI Inmate Telephone, Inc. ("ITI") within the State of Arizona. This tariff is on file with the Arizona Corporation Commission. Copies may be inspected during normal business hours at the Company's principal place of business.

Issued:

Effective:

By:

James Rokosky, Chief Operating Officer
4200 Industrial Park Drive
Altoona, Pennsylvania 16602

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CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

| PAGE | REVISION | | PAGE | REVISION | |
|-------------|-----------------|---|-------------|-----------------|---|
| Title | Original | * | 26 | Original | * |
| 1 | Original | * | 27 | Original | * |
| 2 | Original | * | 28 | Original | * |
| 3 | Original | * | 29 | Original | * |
| 4 | Original | * | 30 | Original | * |
| 5 | Original | * | 31 | Original | * |
| 6 | Original | * | 32 | Original | * |
| 7 | Original | * | 33 | Original | * |
| 8 | Original | * | 34 | Original | * |
| 9 | Original | * | 35 | Original | * |
| 10 | Original | * | 36 | Original | * |
| 11 | Original | * | | | |
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| 21 | Original | * | | | |
| 22 | Original | * | | | |
| 23 | Original | * | | | |
| 24 | Original | * | | | |
| 25 | Original | * | | | |

* - indicates those pages included with this filing.

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TABLE OF CONTENTS

| | Title |
|------------------------------------------------------------|-------|
| Title Page..... | |
| Check Sheet..... | 1 |
| Table of Contents | 2 |
| Application of Tariff..... | 3 |
| Service Area Map | 3 |
| Explanation of Symbols..... | 4 |
| Tariff Format | 5 |
| Section 1 - Technical Terms and Abbreviations..... | 6 |
| Section 2 - Rules and Regulations | 8 |
| Section 3 - Description of Service and Maximum Rates | 20 |
| Section 4- Current Rates | 33 |

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APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the provision of intrastate resale common carrier communications and automated operator services by ITI Inmate Telephone, Inc. for use by inmates in correctional institutions within the State of Arizona subject to the jurisdiction of the Arizona Corporation Commission.

SERVICE AREA MAP

ITI Inmate Telephone, Inc. will provide intrastate resale common carrier communications and automated operator services throughout the State of Arizona.

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EXPLANATION OF SYMBOLS

Changes to this tariff shall be identified on the revised page(s) through the use of symbols. The following are the only symbols used for the purposes indicated below:

- (C) - To signify a changed listing, rule or condition which may affect rates or charges.
- (D) - To signify discontinued or deleted material, including a listing, rate, rule or condition.
- (I) - To signify an increase in rates or charges.
- (M) - To signify material relocated from or to another part of this Tariff with no change in text, rate, rule or condition.
- (N) - To signify new material, including a listing, rate, rule or condition.
- (R) - To signify a reduction in rates or charges.
- (T) - To signify a change in the wording of the text, but no change in rate, rule or condition.

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TARIFF FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Subscriber's location to a ITI switching center or designated point of presence.

Automated Collect Call - Calls billed to the called party that are completed through an automated call processing system. The automated system prompts the call originator and called party. The called party must accept charges for the call and is responsible for payment.

Customer or End User - The person, firm, corporation or other entity which uses ITI' service and is responsible for payment of charges and compliance with the Company's tariff.

Company or Carrier - ITI Inmate Telephone, Inc., unless otherwise clearly indicated by the context.

Commission - The Arizona Corporation Commission.

Correctional or Confinement Institutions - Used throughout this tariff to refer to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

Inmates - The jailed or confined population of correctional or confinement institutions.

Institution - See Correctional or Confinement Institutions

LEC - Local Exchange Company.

ITI - Used throughout this tariff to mean ITI Inmate Telephone, Inc.

Subscriber - The correctional institution which orders or uses ITI's service and is responsible for compliance with tariff regulations. The Subscriber enters into an agreement with the Company for the provision of collect-only automated operator assisted telecommunications services for use by inmates.

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James Rokosky, Chief Operating Officer
4200 Industrial Park Drive
Altoona, Pennsylvania 16602

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SECTION 2 - RULES AND REGULATIONS**2.1 Undertaking of ITI Inmate Telephone, Inc.**

ITI's services and facilities are furnished for communications originating at correctional or confinement institutions within the state of Arizona. The terms of this tariff apply to ITI's intrastate calls.

ITI provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this tariff. ITI may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Subscriber's location to the ITI services. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise provided, and are available twenty-four hours per day, seven days per week subject to restrictions imposed by the administration of the institution.

2.2 Limitations

- 2.2.1** ITI provides calling services to inmates of confinement/correctional institutions.
- 2.2.2** Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this tariff.
- 2.2.3** ITI reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.
- 2.2.4** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.5** All facilities provided under this tariff are directly or indirectly controlled by ITI Inmate Telephone, Inc. and the Subscriber may not transfer or assign the use of service or facilities without the express written consent of the Company.
- 2.2.6** Service may otherwise be limited at the request of the institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the inmate population.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.3 Use**

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited, limited to the provisions of this tariff.

2.4 Liabilities of the Company

2.4.1 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

2.4.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer, End User and Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, tradename or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer, End User or Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by negligence of the Company.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.4 Liabilities of Company, (Cont'd.)

- 2.4.3** The Company shall not be liable for any defacement of or damages to the premises of a Subscriber or Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.4.4** Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company for any claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this tariff shall not exceed an amount equivalent to the pro rata charge to the Customer or Subscriber for the period of service or facility usage during which such interruption, delay, error, omission or defect occurs. For the purpose of computing this amount, a month is considered to have thirty (30) days.
- 2.4.5** The included tariff language does not constitute a determination by the Commission that a limitation of liability imposed by the Company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.5 Deposits and Advance Payments****2.5.1 Deposits**

The Company does not normally require deposits. However the Company reserves the right to collect a deposit from customers whose credit history is unacceptable or unknown to the Company. Deposits, if collected, will be collected and maintained in accordance with Commission rules.

For services provided to inmates of confinement facilities, the Company may require a deposit from billed parties for charges which exceed a maximum credit amount predetermined by the Company based on the Customer's credit worthiness. The Customer may exceed this predetermined credit amount by first paying a deposit to the Company in an amount equal to the amount of additional credit authorization requested by the Customer.

2.5.2 Advance Payments

The Company does not normally require advance payments for service. However, for Customers whom the Company determines an advance payment is necessary, ITI reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.6 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.7 Terminal Equipment

Company-provided facilities and service may be used with or terminated in Company- or Customer-provided terminal equipment or communications systems, such as a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained under contract between ITI and the Customer. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.8 Payment for Service****2.8.1 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an end user of the Customer by ITI. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

2.8.2 Disputed Charges

Charges billed directly by the Company are due upon receipt. Amounts not paid within fifteen (15) days of the mailing date will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute as to charges must be received in writing by the Company within thirty (30) days after the date of the invoice. Otherwise, all charges will be considered correct and binding.

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received in writing by the Company within ninety (90) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

If the Customer is not satisfied with the outcome of the billing dispute, the Customer may contact the Commission at the following address:

Arizona Corporation Commission
Consumer Service Section
1200 West Washington Street
Phoenix, AZ 85007

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Effective:

By:

James Rokosky, Chief Operating Officer
4200 Industrial Park Drive
Altoona, Pennsylvania 16602

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.8 Payment for Service****2.8.3 Validation of Credit**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may refuse to provide service.

Services provided by the Company are available to inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

2.8.4 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of this tariff and pursuant to Arizona law and regulations.

2.8.5 Late Payment Fees

The Company reserves the right to assess a late payment fee of 1.5% per month on any past due balance. A balance is considered past due if unpaid fifteen (15) days following the mailing date of the bill listing amounts owed by the Customer. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent.

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Altoona, Pennsylvania 16602

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.9 Interconnection

Service furnished by ITI may be connected with the services or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates and conditions of the other carrier. The Customer or Subscriber is responsible for all charges billed by other carriers for use in connection with ITI's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Subscriber.

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Altoona, Pennsylvania 16602

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.10 Refusal or Discontinuance by Company

2.10.1 ITI may refuse or discontinue service with proper notice to the Customer or Subscriber for any of the following reasons:

- A.** For failure of the Customer to pay a bill for service when it is due.
- B.** For failure of the Customer or Subscriber to make proper application for service.
- C.** For Customer's or Subscriber's violation of any of the Company's rules on file with the Commission.
- D.** For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
- E.** For Subscriber's breach of the contract for service between the Company and the Subscriber.
- F.** For a failure of the Subscriber to furnish such service, equipment, and/or rights-of-way necessary to serve said Subscriber as shall have been specified by the Company as a condition of obtaining service.
- G.** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

Issued:

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By:

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4200 Industrial Park Drive
Altoona, Pennsylvania 16602

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.10 Refusal or Discontinuance by Company, (Cont'd.)

2.10.2 ITI may refuse or discontinue service without notice to the Customer or Subscriber for any of the following reasons:

- A. In the event of tampering with the Company's equipment.
- B. In the event of a condition determined to be hazardous to the Customer or Subscriber, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- C. In the event of a Customer's or Subscriber's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- D. In the event of fraudulent use of the service.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.11 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance.

2.12 Call Restrictions

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the institution.

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES

3.1 General

Service is offered to inmates of correctional or confinement facilities for outward-only calling. Collect calls may be billed to residential or business lines. Billing information will be validated.

Each Customer is charged individually for each call placed through the Company.

Customers are billed based on their use of ITI Inmate Telephone, Inc. long distance service. No fixed monthly recurring charges apply.

3.2 Timing of Calls

3.2.1 Long distance usage charges are based on the actual usage of ITI's network. Timing of a call begins when the called party accepts the charges for the call. Positive response for acceptance of a call is required. A call will be terminated within five (5) seconds from the last message given if no positive response is received.

3.2.2 Chargeable time for a call ends upon disconnection by either party.

3.2.3 The minimum call duration and initial period for billing purposes is one minute.

3.2.4 Unless otherwise specified in this tariff, for billing purposes usage is measured and rounded to the next higher full minute.

3.2.5 No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call. ITI will terminate a call if the called party does not accept responsibility for the charges. If a Customer believes he or she has been incorrectly billed for an incomplete call, the Company will, upon notification, investigate the circumstances of the call and issue a credit when appropriate.

3.3 Holidays

The Company does not offer Holiday discounts

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By:

James Rokosky, Chief Operating Officer
4200 Industrial Park Drive
Altoona, Pennsylvania 16602

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES. (CONT'D.)**3.4 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between the serving wire center locations associated with the originating and terminating points of the call. The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the serving wire centers as defined by BellCore (Bell Communications Research), in the following manner:

Step 1 - Obtain the "V" and "H" coordinates for the Subscriber's switch and the destination point.

Step 2 - Obtain the difference between the "V" coordinates of each of the Serving Wire Centers. Obtain the difference between the "H" coordinates.

Step 3 - Square the difference obtained in Step 2.

Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.

Step 5 - Divide the sum of the squares obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.

Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Serving Wire Centers.

Formula:

$$\sqrt{\frac{(V_1V_2)^2 + (H_1H_2)^2}{10}}$$

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES. (CONT'D.)**3.5 Institutional Operator Assisted Service, (Cont'd.)****3.5.2 Rates**

The following rates apply to outbound collect operator assisted calls placed by inmates in correctional institutions using the ITI network. Unless otherwise indicated, the minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

A. Local**1. Maximum Usage Rate**

Local Message Charge: \$0.50

2. Maximum Per Call Service Charge

Station to Station Collect: \$4.00

B. IntraLATA**1. Maximum Usage Rate**

Rate Per Minute: \$0.50

2. Maximum Per Call Service Charge

Station to Station Collect: \$4.00

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES. (CONT'D.)**3.5 Institutional Operator Assisted Service, (Cont'd.)****3.5.2 Rates, (Cont'd.)****C. InterLATA****1. Maximum Usage Rates**

| Mileage | DAY | | EVENING | | NIGHT/WEEKEND | |
|---------|-----------------|---------------|-----------------|---------------|-----------------|---------------|
| | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. |
| All | \$0.60 | \$0.50 | \$0.60 | \$0.50 | \$0.60 | \$0.50 |

2. Maximum Per Call Service Charge

Station to Station Collect: \$5.00

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES. (CONT'D.)**3.6 Prepaid Collect Service****3.6.1 Description**

Prepaid Collect Service allows recipients of collect calls from inmate facilities to set up a prepaid account with the Company from which such calls are decremented. Inmates place a collect call through the standard dialing pattern to a specific telephone number (station to station). The Subscriber accepts the collect call and the charges for that call are deducted from the Subscriber=s Prepaid Account. Funds in this Prepaid Account may only be used for payment of calls received by Subscribers to their telephone number specified to the Company when the Prepaid Account is established.

Prepaid Collect Service calls are not distance sensitive. Call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute and therefore the Available Usage Balance is decremented in full minute increments.

Per call and usage for each call placed is deducted from the Available Usage Balance in the Inmates=s Prepaid Account. Customers may obtain the current Available Usage Balance, last payment made and last payment date by calling the Company=s Customer Service toll free number twenty-four (24) hours a day, seven (7) days a week.

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES. (CONT'D.)**3.6 Prepaid Collect Service, (Cont'd.)****3.6.2 Rates**

The following rates apply to outbound collect operator assisted calls placed by inmates in correctional institutions using the ITI network. Unless otherwise indicated, the minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

A. Local**1. Maximum Usage Rate**

Local Message Charge: \$0.50

2. Maximum Per Call Service Charge

Station to Station Collect: \$4.00

B. IntraLATA**1. Maximum Usage Rate**

Rate Per Minute: \$0.50

2. Maximum Per Call Service Charge

Station to Station Collect: \$4.00

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES. (CONT'D.)**3.6 Prepaid Collect Service, (Cont'd.)****3.6.2 Rates, (Cont'd.)****C. InterLATA****1. Maximum Usage Rates**

| Mileage | DAY | | EVENING | | NIGHT/WEEKEND | |
|---------|-----------------|---------------|-----------------|---------------|-----------------|---------------|
| | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. |
| All | \$0.60 | \$0.50 | \$0.60 | \$0.50 | \$0.60 | \$0.50 |

2. Maximum Per Call Service Charge

Station to Station Collect: \$5.00

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES. (CONT'D.)**3.7 Institutional Prepaid Service****3.7.1 Description**

Institutional Prepaid Service allows inmates to set up prepaid accounts for outbound calling. Prepaid calls are originated when the inmate enters their unique PIN and destination number. The institution has the option of enabling a function requiring positive call acceptance on each call placed via Institutional Prepaid Service.

With the assistance of the institution, the company will set up a Prepaid Account for calls placed from the institution. Funds in the Prepaid Account may only be used for payment of calls placed by inmates. The Company's system informs the inmate of the Available Usage Balance remaining in the Prepaid Account upon access to place a call, and prompts the inmate Customer to place a call by entering the destination telephone number.

Institutional Prepaid Service calls are not distance sensitive. Call timing is rounded up to the nearest one (1) minute increment after the initial minimum period of one (1) minute and therefore the Available Usage Balance is decremented in full minute increments. Per call and usage for each call placed is deducted from the Available Usage Balance in the Inmate's Prepaid Account on a real time basis as the call progresses.

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES. (CONT'D.)**3.7 Institutional Prepaid Service, (Cont'd.)****3.7.2 Rates**

The following rates apply to outbound **collect** operator assisted calls placed by inmates in correctional institutions using the ITI network. Unless otherwise indicated, the minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

A. Local**1. Maximum Usage Rate**

Local Message Charge: \$0.50

2. Maximum Per Call Service Charge

Station to Station Collect: \$4.00

B. IntraLATA**1. Maximum Usage Rate**

Rate Per Minute: \$0.50

2. Maximum Per Call Service Charge

Station to Station Collect: \$4.00

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES. (CONT'D.)**3.7 Institutional Prepaid Service, (Cont'd.)****3.7.2 Rates, (Cont'd.)****C. InterLATA****1. Maximum Usage Rates**

| Mileage | DAY | | EVENING | | NIGHT/WEEKEND | |
|---------|-----------------|---------------|-----------------|---------------|-----------------|---------------|
| | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. |
| All | \$0.60 | \$0.50 | \$0.60 | \$0.50 | \$0.60 | \$0.50 |

2. Maximum Per Call Service Charge

Station to Station Collect: \$5.00

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES. (CONT'D.)**3.8 Miscellaneous Rates and Charges****3.8.1 Public Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Maximum Per Call Charge: \$0.75

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SECTION 3 - DESCRIPTION OF SERVICE AND MAXIMUM RATES. (CONT'D.)**3.8 Miscellaneous Rates and Charges****3.8.2 Billing Cost Recovery Fee**

In order to partially offset increased expenses associated with billing calls via local exchange carriers, an undiscountable billing cost recovery fee may apply each billing period in which calls are billed through a Customer's local exchange carrier. The Company will implement this fee based on the arrangement with a specific Correctional Institution. This fee will be charged only once per billing period regardless of the number of calls. The fee will not apply in any billing period in which no calls are billed via the Customer's local exchange carrier. This fee does not apply to prepaid services paid for by commercial credit card, check, money order or wire, or for services billed directly to the Customer by the Company.

Maximum Per Month: \$5.00

3.8.3 Carrier Cost Recovery Fee

This fee allows the Company to recover expenses that the Company incurs with regard to state regulatory fees. This is not a charge imposed or required by any government entity.

Maximum Per bill, per month: \$5.00

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SECTION 4 - CURRENT RATES**4.1 Institutional Operator Assisted Service****4.1.1 Local****A. Usage Rate**

Local Message Charge: \$0.00

B. Per Call Service Charge

Station to Station Collect: \$2.30

4.1.2 IntraLATA**A. Usage Rate**

Rate Per Minute: \$0.25

B. Per Call Service Charge

Station to Station Collect: \$1.95

4.1.3 InterLATA**A. Usage Rates**

| Mileage | DAY | | EVENING | | NIGHT/WEEKEND | |
|---------|-----------------|---------------|-----------------|---------------|-----------------|---------------|
| | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. |
| All | \$0.30 | \$0.25 | \$0.30 | \$0.25 | \$0.30 | \$0.25 |

B. Per Call Service Charge

Station to Station Collect: \$3.00

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SECTION 4 - CURRENT RATES**4.2 Prepaid Collect Service****4.2.1 Local****A. Usage Rate**

Local Message Charge: \$0.00

B. Per Call Service Charge

Station to Station Collect: \$2.15

4.2.2 IntraLATA**A. Usage Rate**

Rate Per Minute: \$0.25

B. Per Call Service Charge

Station to Station Collect: \$1.70

4.2.3 InterLATA**A. Usage Rates**

| Mileage | DAY | | EVENING | | NIGHT/WEEKEND | |
|---------|-----------------|---------------|-----------------|---------------|-----------------|---------------|
| | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. |
| All | \$0.30 | \$0.25 | \$0.30 | \$0.25 | \$0.30 | \$0.25 |

B. Per Call Service Charge

Station to Station Collect: \$2.65

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SECTION 4 - CURRENT RATES**4.3 Institutional Prepaid Service****4.3.1 Local****A. Usage Rate**

Local Message Charge: \$0.00

B. Per Call Service Charge

Station to Station Collect: \$2.15

4.3.2 IntraLATA**A. Usage Rate**

Rate Per Minute: \$0.25

B. Per Call Service Charge

Station to Station Collect: \$1.70

4.3.3 InterLATA**A. Usage Rates**

| Mileage | DAY | | EVENING | | NIGHT/WEEKEND | |
|---------|-----------------|---------------|-----------------|---------------|-----------------|---------------|
| | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. | Initial Min. | Add'l Min. |
| All | \$0.30 | \$0.25 | \$0.30 | \$0.25 | \$0.30 | \$0.25 |

B. Per Call Service Charge

Station to Station Collect: \$2.65

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SECTION 4 - CURRENT RATES

4.4 Miscellaneous Rates and Charges

4.4.1 Public Telephone Surcharge

Per Call Charge: \$0.60

4.4.2 Billing Cost Recovery Fee

Per Month: \$2.50

4.4.3 Carrier Cost Recovery Fee

Per bill, per month: \$2.50

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